



IBM

C9550-412 Exam

**IBM Business Process Management Express or Standard
Edition V8.5.5, BPM Application Development**

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Version: 8.0

Question: 1

A company requires an automated process to send email reminders to its employees on the first day of each month. How should the BPM application developer implement this?

- A. Use the BPM scheduler service which will use the IBM BPM REST API to start the process.
- B. Configure a start message event in the business process diagram (BPD) and attach it to a time elapsed undercover agent.
- C. Add an intermediate timer event which fires on the first of each month followed by a loop back to the beginning of the process.
- D. Create a separate business process diagram (BPD) that polls the current date and starts the other process if it is the first of the month.

Answer: B

Question: 2

A financial services company has an account opening process that can last for several days or weeks as it waits for customers to supply additional information by mail. During that time the customer may call the company to inquire the status of the process, so the customer service representatives use the Processes tab in Process Portal to view the details of the process.

The company has determined the default instance details view doesn't contain all of the information needed. The BPM application developer has been tasked with providing a modified instance details view for this process that contains all of the necessary information.

What actions can the BPM application developer take to modify the instance details view to meet the needs of the business? (Choose 2)

- A. Create a new heritage human service, modify it to meet the requirements and expose it as a dashboard in the Process Portal.
- B. Create a new client side human service, modify it to meet the requirements and expose it as a dashboard in the Process Portal.
- C. Create a new client side human service by clicking on the new button of the details UI on the Views tab of the business process diagram and modify it to meet the requirements.
- D. Create a new heritage human service in the process application, select it for the details UI on the Views tab of the business process diagram and modify it to meet the requirements.
- E. Copy the instance details UI Service Template from the dashboards toolkit in the process application, modify it to meet the requirements and select it for the details UI on the views tab of the business process diagram.

Answer: A. B

Question: 3

A BPM Application developer is creating a coach view that allows other developers to reuse this coach view to create a flow on the Diagram of a Human Service.

How must the BPM application developer configure the coach view?

- A. Enable the "Can Fire a Boundary Event" option in the Overview tab.
- B. Enable the "Prototype-level Event Handlers" option in the Overview tab.
- C. Create the following change event handler in the Behavior tab: `this.contextthgger();`
- D. Create an IMD dependency to the `com.ibm.bpm.coach.controls/utilities` Module in the behavior tab.

Answer: C

Question: 4

An insurance company has a claims process that is performed by a claims analyst and is due in 3 days. If the claims analyst has not completed the task in 4 days an escalation should be sent to a manager. The claims analyst can still complete the task, even if the escalation has been triggered, and the manager should only be notified once.

Which configuration should the BPM application developer implement for the escalation timer?

☐ A. **Boundary Event Details**

Timer

Interrupt activity: ☒

Repeatable: ☐

Timer Properties

Trigger On: After Start of Step

Custom Date:

Before or After Difference: 4 Days

Tolerance Interval: 0 Hours

☐ B. **Boundary Event Details**

Timer

Interrupt activity: ☐

Repeatable: ☐

Timer Properties

Trigger On: After Due Date

Custom Date:

Before or After Difference: 3 Days

Tolerance Interval: 1 Days

C.

Boundary Event Details

Timer

Interrupt activity: ☒

Repeatable: ☐

Timer Properties

Trigger On: After Due Date

Custom Date:

Before or After Difference: 1 Days

Tolerance Interval: 0 Hours

D.

Boundary Event Details

Timer

Interrupt activity: ☐

Repeatable: ☐

Timer Properties

Trigger On: After Start of Step

Custom Date:

Before or After Difference: 4 Days

Tolerance Interval: 0 Hours

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

Answer: A

Question: 5

A BPM application developer needs to create a coach view in a client-side human service where a user can look up a city without entering the entire city name. This coach view will use a stock control where a user enters a partial spelling of a city, and the control will automatically populate a drop-down list with the list of the matching cities. The data will be pulled dynamically from a database. What type of service must the BPM application developer choose as the selection service configuration option for the select coach view?

- A. Ajax Service
- B. Web Service
- C. General System Service
- D. External Implementation Service

Answer: B

Question: 6

A BPM Application developer is creating a reusable coach view that will be implemented using

custom JavaScript. The coach will retrieve some of its data via an Ajax call. The BPM Application developer supplies a default implementation for the Ajax service that has two parameters. How must the BPM application developer implement the invocation of the Ajax service?

- A. As a JavaScript function call passing the parameter data as serialized XML
- B. As a JavaScript function call which supplies a callback function to provide a parameter data
- C. As a REST API call passing the parameter data as either serialized XML or serialized JSON
- D. As either a JavaScript function call or a REST API call passing the parameter data as serialized JSON

Answer: C

Question: 7

A BPM application developer is reviewing a business process built by a colleague. The process is an application that uses business objects based on an industry standard data model and uses several integrations to back end systems that also use that data model.

The process has been through a pre-production test cycle and is not performing well. The main area of concern is with the BPM client side Human Service where the coaches take too long to appear in the browser when the task is claimed.

Which of the following BPM factors should the BPM application developer include in their review of the badly performing Client Side Human Services? (choose 2)

- A. Execution of complex validation services
- B. Boundary events associated with services
- C. Size of business objects bound to Coach Views
- D. Size and number of complex variables passed to each client side human service
- E. The number of intermediate events associated with each client side human service

Answer: C, E

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